

## Frequently Asked Questions – Store – Pikes Peak Timed Entry Reservations and One Day Admission Purchase

| Category       | Question  | Answer   |
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| <b>General</b> | Do I need to wear a mask in the gift shops?   | It is not required but it is encouraged in populated areas such as parking lots and gift shops.  |
| <b>General</b> | Are there social distancing requirements?   | It is not required but it is encouraged. This includes keeping a 6-foot distance from others, washing hands frequently or using hand sanitizer.  |
| <b>General</b> | Is there still construction on the summit or on the road?                                   | Yes, there will still be construction activities. There will be restrictions and limits of access during the construction season. These restrictions may change so it is recommended you visit our <a href="#">website</a> for the most current information.   |
| <b>General</b> | What is at the summit of Pikes Peak?  | A new visitor experience opened in June 2021. There is a new Summit Visitor Center with interpretive exhibits, café, and gift shop. Outside features fully accessible walkway system and interpretive elements across the summit.  |
| <b>General</b> | Once I enter the park, can I leave and come back?   | Yes, same day re-entry is allowed. Upon re-entry you will need to show your same day receipt to the Gateway Ranger. However, you will not be able to drive back to the summit as your timed entry reservation has expired.   |
| <b>Hiker</b>   | If I am planning to pick up a hiker on the summit, do I need a reservation?                 | Yes, to drive your personal vehicle to the summit a reservation is required even if you are not planning on staying. If there is a shuttle running, the hiker can ride the shuttle to the Devils Playground parking area. Know before you go and check our <a href="#">website</a> for up to date information. |
| <b>Hiker</b>   | If I am planning to hike or recreate in other areas on Pikes Peak, do I need a reservation? | No, a timed-entry reservation is only required if you plan to drive your personal vehicle to the summit.   |
| <b>Product</b> | Can I purchase a One Day Admission Pass online?   | Yes, visit our new virtual <a href="#">Pikes Peak Store</a> .  |
| <b>Product</b> | How long is my one day admission valid for?   | Highway admissions including the adult, child and carload are valid for one year from the date of purchase.  |
| <b>Product</b> | What if I have more than 5 people in my vehicle and I want to get the best rate?            | Secure your timed-entry reservation online and then pay for your tickets at the Gateway to get the best price. If you do not make your reservation online, you will not be able to drive your personal vehicle to the summit.  |

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| <b>Reservation</b> | What is a summit parking reservation for?  | There is a limited amount of parking on the summit, and we can have more vehicles going to the summit than we have available parking. We introduced timed-entry reservations allowing guests to secure a parking spot within their two-hour time block. Arrive at the Gateway within your two-hour window to drive your personal vehicle to the summit. |
| <b>Reservation</b> | Why are reservations required?   | There is a limited amount of parking on the summit and the reservations help to manage the vehicle capacity.  |
| <b>Reservation</b> | How do I make a reservation?   | Visit our <a href="#">reservation website</a> to make your reservation.   |
| <b>Reservation</b> | How far in advance can I make a reservation?   | Reservations will be required between the Friday before Memorial Day thru the end of September. We will open each month's reservation the month prior. Example: June reservations will open May 1. July reservations will open June 1.  |
| <b>Reservation</b> | Is there a possibility to get a last minute reservation?   | Yes, if there are spaces available same day reservations will be allowed.   |
| <b>Reservation</b> | What do I need to show that I have a reservation?  | Proof of reservation is required. Please print off or take a screen shot of your tickets(s) and or receipt with your Transaction ID number on it.   |
| <b>Reservation</b> | Can I resell, cancel, or reschedule my reservation?  | Resale is prohibited. You can request to cancel your reservation 48-hours in advance. You can log into your online account and reschedule your reservation. Visit our How to Videos on <a href="http://www.drivepikespeak.com">www.drivepikespeak.com</a> . No refunds will be given.   |
| <b>Reservation</b> | What if the summit closes due to weather or unforeseen circumstances during my reserved time?            | You can reschedule your reservation for another date and time provided there is availability within your <a href="#">member portal</a> . All access to the summit is weather permitting and there are no guarantees. Sorry, no refunds.   |
| <b>Reservation</b> | What if I can't get a summit reservation on the day or time I want?                                      | You will not be allowed to drive your personal vehicle to the summit. During the months of June and July 2022 a free shuttle will be running taking guests from our 16-mile parking lot to the summit.  |
| <b>Reservation</b> | How can I make a reservation if I do not have a computer/smartphone, or I have trouble with the website? | Please call 719-385-2214 in the event you do not have the ability to make your own reservation or are experiencing technical difficulties with the website.   |
| <b>Reservation</b> | If I am travelling with a group in multiple cars, can I make more than one reservation?                  | A reservation will be required for each vehicle. You can add multiple vehicles, up to five vehicles, to your reservation and each individual car will need to present proof of reservation at the time of entry.  |

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| <b>Reservation</b> | Do I need a reservation if I am riding a motorcycle?                          | Yes, a motorcycle requires parking in a parking spot and a reservation is required.  |
| <b>Reservation</b> | Do I need a reservation if I am riding my bicycle?                            | No, a bicycle does not require a reservation as it will not be using a parking spot. Please use the provided bike locker or bicycle rack. Bicycles are not allowed inside any building.  |
| <b>Reservation</b> | I am not planning to go to the summit, do I need a reservation?               | No, a reservation is only required to drive your personal vehicle to the summit.   |
| <b>Reservation</b> | Can I leave my car parked at the summit all day while I use the trails?       | No, parking is limited at the summit and to allow as many people as possible the opportunity to experience it we ask that guests limit their stay to less than 2 hours.  |
| <b>Shuttle</b>     | Will you be running shuttles?   | In 2022, we will be running a complimentary shuttle from 16-mile parking to the summit during the months of June and July only.  |
| <b>Shuttle</b>     | I am traveling with children in car seats and my pet, can I take the shuttle? | No, children in child safety seats and pets are not allowed on the shuttle. Service animals are allowed on the shuttles.   |
| <b>Usage</b>       | Can I get a refund?   | No, refunds are not provided.  |
| <b>Usage</b>       | How do I redeem my tickets?   | You will receive an email with your ticket barcode and your transaction ID. Due to the poor cell phone reception at the Gateway a screenshot or printed copy of the Transaction ID or barcode is necessary. Staff must have this information to allow entry. |
| <b>Usage</b>       | What if I do not have a printer to print my tickets?                          | Please take a picture or screenshot the barcode or transaction ID receipt to your phone.   |
| <b>Website</b>     | I do not see a tickets page, where do I go?                                   | From the virtual <a href="#">Pikes Peak Store</a> homepage, select the “Shop All Products” button. To purchase a one day admission ticket select the “Pikes Peak One Day Admission Purchase” option.   |
| <b>Website</b>     | Do I need to have an account?   | Yes, to make a reservation an online account is required. The advantage to creating an account is you can reprint receipts, track your redemptions, and reschedule a reservation if you need to make a change.   |
| <b>Website</b>     | How can I see more information about the various ticket types?                | To see more information about each item, click the view item button or on the product image.   |
| <b>Website</b>     | Do I have to sign the waiver?   | Yes, it is required to make a reservation.   |
| <b>Website</b>     | How do I use a discount code?   | You can apply your discount code in the cart summary on the right hand side of your screen or on the detailed product information page. You will not be able to use more than one code.  |

